

Glen Allen, VA

JUL 19 2012

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CL-10467483-4026

July 13, 2012

Chrysler Group Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Dear Sir or Madam:

I am the owner of a 2002 Jeep Grand Cherokee, with approximately 94,000 miles on the vehicle. It has been a very reliable and relatively service-free vehicle, with one major exception: the front window regulators have had to be replaced (by an authorized Jeep repair facility) three (3) times in the past 14 months as follows:

- 5/2/2011 - Replaced window regulator. \$483.11
- 9/7/2011 - Replaced window regulator. \$463.10
- 7/11/2002 - Replaced window regulator. \$333.25

I have done considerable research online, and there are numerous reports of window regulators needing to be replaced multiple times on the same vehicle, not only for the model year 2002 vehicle but other model years as well. Based on owner reports, the plastic piece on the window lift mechanism that holds the cable appears to be at least part of the problem.

Not being able to raise the window is, in my opinion, a safety issue. First, it makes the vehicle and its passengers vulnerable to break-ins or assaults, and second, it eliminates protection from the elements, particularly hazardous when the car is being driven.

Based on the large number of user complaints pertaining to the defective window regulators and the report of plastic parts causing the problem, this appears to be a design issue. It would appear that the apparent faulty design plus the safety ramifications would warrant a recall.

My reasons for writing you are to: (1) bring the defect to your attention and register my dissatisfaction; (2) determine if a recall has been initiated or, if not, be advised as to the reason why not; and (3) request reimbursement for the replacements of the faulty part(s).

[Redacted Signature Block]

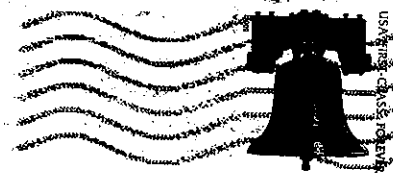
→ **Copy to: U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 7th Street SW
Washington, DC 20590**

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